



# **Governor's 2-1-1 Advisory Committee**

## **Meeting Notes**

**Meeting:** July 16, 2004 (10:30 A.M.)

**Location:** GITA Conference Room

**Subject:** Meeting Notes – 7-16-04

---

### **I. Attendance**

#### **A. Members Present**

- Chris Cummiskey, Director, Government Information Technology Agency (GITA) - Chair
- Roberto Armijo, Community Information and Referral – Existing I&R Provider member
- Melissa Hartman, City of Tucson member
- Rita Weatherholt, Cochise County – Rural City/County Government member
- Joel Weeks, City of Show Low – Rural City/County Government member
- Neal Young, City of Phoenix member

#### **B. Members Present via conference call**

- Mark Lewis, Hopi Tribe – Tribal member
- Jill Harrison, Area Agency on Aging/WACOG – Nonprofit coordinator of service providers member
- Jim Puza, Salvation Army – Nonprofit coordinator of disaster relief services member

#### **C. Members Absent**

- Brian Spicker, Valley of the Sun United Way – Current funder of I&R systems member
- Annette Stein, Maricopa County – Urban County Government member

#### **D. Staff Present**

- Lisa Dee Meyerson, GITA
- Keely Varvel Hartsell, GOCYF
- DJ Harper, GITA

- Lauran Wikle, GOHS
- Anna Shane, AHCCCS
- Tricia Krotenberg, AHCCCS
- Jan Leshner, Governor's Southern Arizona Office
- Angie Rodgers, GOCYF
- Travis Pacheco, GOCYF
- Lynn Troung, GITA

#### E. Others Present

- Craig Gautschi, Accenture
- Dr. Vivien , 20/20
- Leslie Ann Williams, Information and Referral Services
- Sharlie Freeman, United Way of Mohave and Lapaz County
- Susan Novack, Jimenez Consulting
- Vince Cabale, ITI Consulting
- Timothy O'Leary, ITI Consulting
- Denise Meridith, ITI/DMCI

## II. Introductions and Opening Remarks – *Director Cummiskey*

Director Cummiskey thanked the members for contributing to the discussion.

He stated that the 2-1-1 Working Group has been making great strides in past few months. He acknowledged that there had been less involvement during the RFP development process because of time constraints and procurement issues. He reiterated the importance of public input and invited the Community Advisory Committee to contact project staff at any time.

## III. 2-1-1 Phase I Activity Update—*Lisa Dee Meyerson, Statewide Projects Manager, Government Information Technology Agency.*

- Melissa Hartman: Can you place Attachment A to the RFP into context of what we are talking about?
- Lisa Meyerson: Attachment A is a very high level assessment of where we think that Phases II and III will lead. We wanted to give vendors an idea about the vision for Phases II and III to ensure that they do not build a system that will be incompatible with future technology requirements.
- Melissa Hartman: Will any tools be distributed to the Evaluation Committee?
- Lisa Meyerson: The Evaluation Committee will work closely with AHCCCS's procurement staff. AHCCCS will provide them with whatever tools they need to effectively evaluate the RFP. During the process, the committee deliberations and materials will be kept confidential. After the award, all of the committee materials will be made public for review.

- How will the pricing of the system be done?
- The RFP is a deliverable base contract. The state will ensure that the system that is delivered will meet all necessary requirements. Refer to Price Sheet on Page 52 of the RFP, each deliverable will be given a price. The State will retain 10% of the payment for each deliverable for 60 days.
- Mark Lewis: How did you go about getting input from the Community Advisory Committee?
- Lisa Meyerson: There were two RFP reviewers from the Community Advisory Committee. Brian Spicker, who is not here today, gave us comments on the document mostly focusing on the web components and accessibility. Rita Weatherholt was our other CAC member who reviewed the RFP. Rita, would you like to comment on the input you provided?
- Rita Weatherholt: I made sure the document accurately reflects how the system will be used in the call center environment, by providing comment on the necessary functionality of Phase I. In addition, I helped define Phase I vs. future phases functionality. We were also able to add clarity to the document by reorganizing and expanding certain sections.
- Lisa Meyerson: We also received comments at the prior CAC meeting and integrated Jim Puza's comments regarding disaster services.
- Mark Lewis: Did you include information about the technical infrastructure in Rural Arizona.
- Lisa: Yes, we are building this system to be accessible by anyone with web access. We know that there are areas of the State without web access, which is a separate problem. As far as call center infrastructure is concerned, we have not begun Phase II planning yet.

#### **IV. Homeland Security Update—Lauran Wikle, Office of Homeland Security**

- Rita Weatherholt: Will this system be integrated with the SIREN system?
  - Lauran Wikle: There are different security requirements for SIREN and 2-1-1, so fully integrating the two systems will be difficult. However, The Department of Health services is on board with the 2-1-1 project and any bioterrorism functionality that the 2-1-1 system needs will be addressed by them.
- Rita Weatherholt: You said that the state is starting to meet regarding operational procedures in emergency situations. Have you involved the counties in these discussions?
  - Lauran Wikle: It is still really early in the process. We will be seeking input from counties once we are beyond these very early phases.

- Lisa Meyerson: The CAC will have the opportunity to review all procedures as they are relevant to the 2-1-1 system.
- Chris Cummiskey: It is our intention to build a robust and streamlined system that addresses all of the Homeland Security needs.

**V. Community Dialogue Sessions—Keely Varvel Hartsell, Deputy Director, Governor's Office of Children, Youth and Families.**

**VI. Concluding Remarks -- Director Cummiskey**

Director Cummiskey reiterated the importance of community input in this process and invited the CAC to participate in the dialogue sessions.

**XII. Meeting Adjourned**